

WATER AND WASTE WATER SYSTEM MUNICIPALLY OWNED  
600 Main Street ❖ P.O. Box 206 ❖ Tioga, Texas 76271  
Phone 940-437-2351 ❖ Fax 940-437-2432

**Customer Information:**

Name: \_\_\_\_\_ Driver's License Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Type: \_\_\_Home \_\_\_Cell \_\_\_Work \_\_\_Other

Service Address: \_\_\_\_\_, Tioga, Texas 76271

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**SERVICE AGREEMENT**

**PURPOSE.** The City of Tioga Water System is responsible for protecting the drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City of Tioga will begin service.

**RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the public drinking water supply and a potential source of contamination is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the public drinking water supply is permitted.
- D. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

**SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Tioga Water System and the customer:

- A. I agree to pay a deposit (\$100.00 for residential service, \$150.00 for commercial service) and a connect fee (\$20.00) to begin service at the location shown above.
- B. I agree to pay the City of Tioga at its office for all services furnished at the rate set by the current ordinance on or before the 10<sup>th</sup> of the next month following the billing.
- C. I agree to pay a 10% penalty assessed on outstanding accounts if balance is not paid by the 10<sup>th</sup> of the next month after the billing.
- D. I agree that service will be disconnected on the 16<sup>th</sup> day of the next month following the billing if the account is not paid in full by the 15<sup>th</sup>.
- E. I agree that after service has been disconnected there will be a reconnect fee that must be paid in addition to the outstanding balance on my account before service is resumed. The amount of the reconnect fee is to be determined by the current fee ordinance.
- F. I agree that if my meter is found turned on after being turned off by the City for non-payment, there will be a \$50.00 meter reset fee that must be paid before service is resumed.

- G. I agree that if I have ever had water service in the City of Tioga and have an outstanding balance from a previous account that I must pay the balance of that account, in addition to a deposit and connection fee, before service will begin.
- H. I agree that if I pay by check and the check is returned for insufficient funds, the City of Tioga can discontinue service until the check is picked up and all associated fees paid.
- I. I agree to allow my property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the Water System's normal business hours.
- J. I understand that the Water System will notify me in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection. I agree to immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on my premises.
- K. I agree to, at my own expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- L. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.

**ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, terminate service or properly install, test and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the customer.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*\*\*\*OFFICE USE ONLY\*\*\*\*\*

Date Deposit Paid: \_\_\_\_\_ Amount Paid: \_\_\_\_\_

Date Connect Fee Paid: \_\_\_\_\_ Amount Paid: \_\_\_\_\_

Service Location #: \_\_\_\_\_ Route #: \_\_\_\_\_ Seq. #: \_\_\_\_\_

Account #: \_\_\_\_\_

Notes: \_\_\_\_\_

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